

# Holiday cottage

## Terms and conditions

Reservations for accommodation are accepted on the following conditions:

### The agreement

The condition of hire is between the hirer and the property owner. The contract is deemed to have been made once the hirer has signed the booking form, paid a deposit and the owner has dispatched a confirmation of booking. Bookings will only be held for two weeks from initial enquiry to receiving booking form and deposit.

You must be over 18 years at the time of booking.

### Booking

The person who signs the booking form (The Hirer) will be responsible for all persons included on the form and should ensure that they are aware of the booking conditions. The owner reserves the right to decline any booking or refuse to hand over a key to any person who has not complied with the booking conditions.

The Hirer agrees to pay the balance of the cost eight weeks before the holiday is due to start (it should be noted that reminders are not sent out). If the balance is not received within the time specified the owner reserves the right to cancel the booking and retain the deposit.

### Payment

For bookings made more than 8 weeks before arrival, a deposit of £100 per week booked and will only be effective if the official booking form is correctly completed and signed and duly confirmed by the owner. The balance is due 8 weeks before the holiday commences. For bookings made less than 8 weeks before arrival, the total amount is payable together with extras (if applicable). Bookings for a value of £200 or less must be paid in full at the time of booking.

### Number of people using holiday accommodation

The license from the owners shall permit the hirer and members of the hirer's party as shown on the booking form (but no one else) to occupy the property for holiday purposes only. No more than the maximum number of persons stated on the booking form may occupy the property unless by prior written agreement with the owner – extra charges may be applicable in such cases.

The owner reserves the right to refuse admittance if this condition is not observed. The owner reserves the right to revoke or refuse prior to, or during the stay, any booking from parties which they consider to be unsuitable for the property. Single sex or large group bookings may only be accepted by special arrangement

## Arrival / departure

The property (unless otherwise stated) will be available for occupation from 3.00 pm on the first day of the holiday and must be vacated by 10.00 am on the last day.

## Cancellation or changes by you

When the holiday is booked the Hirer is entering into a legally binding contract. If forced to cancel, for whatever reason, the hirer will be liable for the full hire amount.

Cancellations must be notified in writing to the owner within ten days of the event causing the cancellation. The booking is forfeit and the balance is still payable on the due date. The total amount payable will not exceed liability for accommodation.

Holiday dates may be changed providing the property is available for the new dates and the owner is agreeable to the change. A re-booking charge may be payable.

## Assistance dogs

Are welcome at the property but must not be allowed on the furniture. They must be on the lead when in the outside areas of the property; owners must be responsible for cleaning up after their dogs.

## Pets

Two well behaved pets are allowed at the property. Animals should not be allowed on the furniture and must be on a lead in the outside areas of the property. Owners have the responsibility for cleaning up after their pets.

## Your responsibilities

The Hirer agrees:

- That the supervision of children, babies, dogs and any adults requiring care remains the responsibility of the Hirer at all times.
- To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied.
- To pay for any damage or loss however caused, excluding reasonable wear and tear incurred during occupation.
- The Hirer expressly agrees that where credit / debit card details have been taken for the booking the costs of rectifying the damage or loss will be debited from the credit / debit card.
- Not to cause nuisance or annoyance to occupants of nearby property.
- To allow reasonable access to the property by the owner (or agents acting on behalf of the owner), if it is deemed necessary.
- If, in the opinion of the owner any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be

treated by the owner as discharged and the owner may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.

- The owner reserves the right to charge a security deposit of a minimum of £100.

Conditions of such will be made clear at the time of booking.

### Complaints

In the unlikely event of a complaint the hirer should immediately contact the owner.

Any dispute arising out of the booking will be between the hirer and the owner. No complaints can be considered after departure from the property.

### Liability

The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, gas, electrical services or exceptional weather.

No responsibility is accepted for loss or damage of the property, (including pets), vehicles or vehicle contents belonging to the Hirer or any member of the party during their occupancy.

### Cancellation by us

The owner reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid. The owner shall be under no other liability if such cancellation occurs.

### Force Majeure

The owner cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by re-scheduling of airlines or any other event outside our control.

### Waiver

The failure of the owner to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to this Agreement does not constitute and shall not be construed as a waiver of such term or right.